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Arizona Department of Employment Security (DES): Unemployment Insurance Demographic Validation

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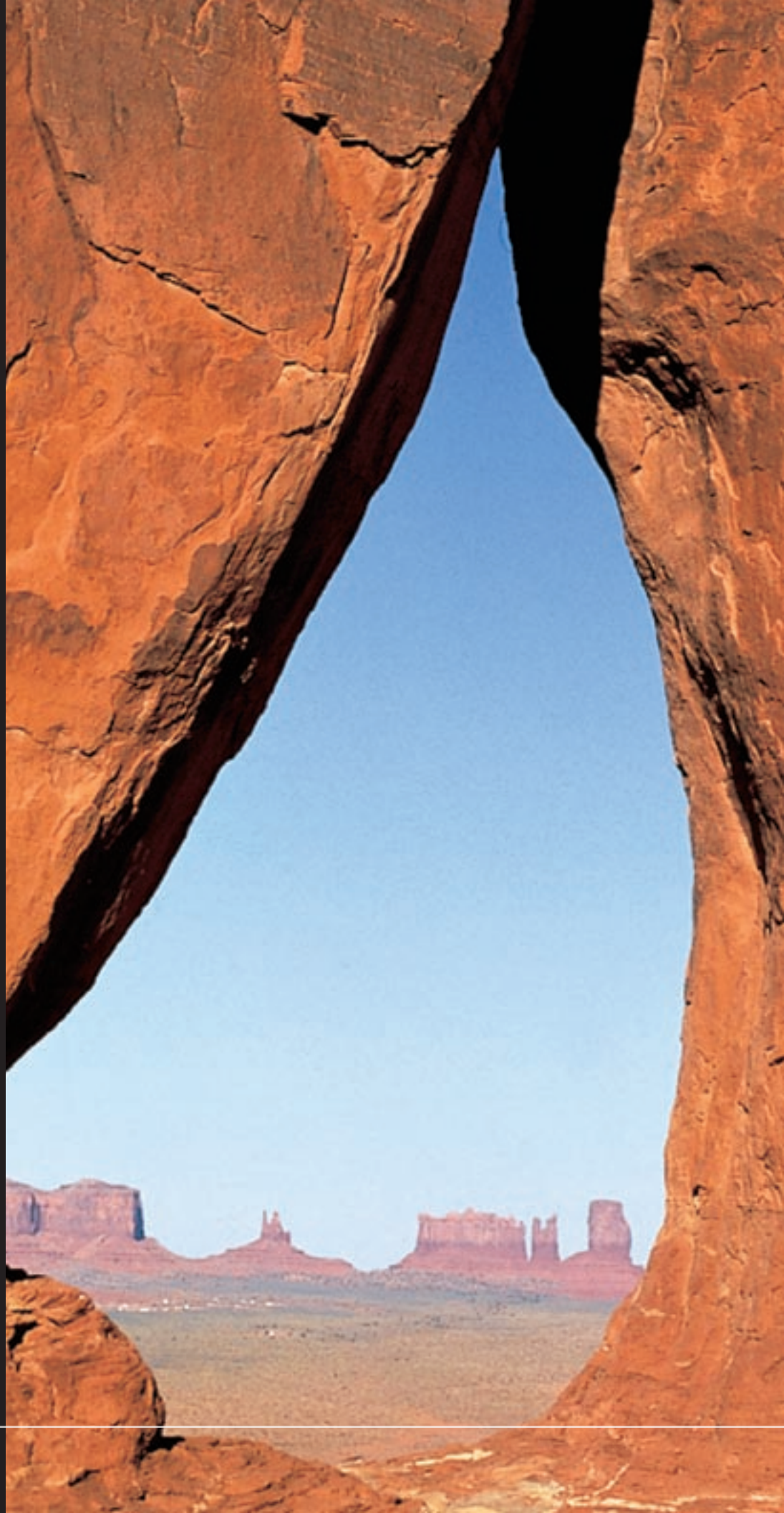Government Information
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STATE OF ARIZONA E-GOVERNMENT

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Providing efficient and secure data sharing

The ever-increasing need to validate data

As Arizona's population has increased, so has the number of people claiming unemployment compensation. But Department of Economic Security staff has not grown in proportion to the claims. This causes considerable stress on personnel, who are constantly mindful of the need to deliver DES services and unemployment payments quickly and accurately.

Data sharing for better and faster service delivery

Working in conjunction with the Arizona Portal team, DES personnel developed a Web services interface to verify demographic information for unemployment insurance claims. It compares the DES information with similar information submitted to the Arizona Department of Transportation's Motor Vehicle Division (MVD) motor vehicle records database.

The results

While there was initially no way to predict how much data could be validated on-line, once the system was operative, agency personnel found to their surprise and delight, that they could verify approximately 75 percent of their data without agent intervention. This meant that their personnel could be deployed to handle other, more complex tasks, thus providing better and more efficient services for clients and other agency staff.

Some additional details

This solution was a first of its kind, so there were few ways to predict how successful it might be. Yet because data sharing was between two very carefully controlled agencies, both benefited in that they could validate each other's data. At the same time, due to considerable security constraints, there was no compromise of confidentiality whatsoever.

What the Customer Said

"Our expectations for this project were high based on IBM's performance on a prior project. Sometimes they did things that I don't think they knew they could do and found answers very quickly. IBM always seemed to have the right people available when they were needed...and they anticipated the project's needs very well. No one ever asked 'why are we doing things this way?' They understood."

Tom Mauge, Remote Claims Project Administrator, DES

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation Motor Vehicle Division
- Arizona Government Information Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

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